| **Question** | | **Answer** |
| --- | --- | --- |
|  | Under section four, Project Requirements, subsection A, Essential Requirements, bullet three, it states that “medical records stored in the system should be unavailable or encrypted and unreadable to software support staff.” Is it acceptable for a Vendor Hosted Solution to limit the support staff that has access to the data and report on any activity that occurs? Or is the requirement absolute in that the proposed solution must allow for zero possibility of support staff accessing the medical records. | *The requirement that medical records stored in the system should be unavailable or encrypted and unreadable to software support staff is absolute.* |
|  | How many pages do you expect per file? | *The number of pages per file varies widely between 10 pages to several thousand. We estimate that the average file size on disk will range between 1 and 150MB.* |
|  | Is the commitment petition initiated and tracked in a Court Management System, and if so, might it be possible to integrate with it to validate entry of the correct case number/name, and create the appropriate folders? | *The court’s CMS is separate and distinct from the medical records. Medical records are not considered part of the court file. Integration with the court’s CMS is not anticipated.* |
|  | In use case 1 step 8, you indicated that it was desired to “manually” send a request to the Medical Provider via email or fax. Would the court be interested in capabilities to automate this step, automatically sending correspondence via the preferred method upon initiation of the case? | *This capability is out of scope and will be handled by other court processes (i.e. the court’s eFS system).* |
|  | In use case 2, you reference the creation and naming of a single pdf:  Should we assume that providers have appropriate capabilities to capture (scan) documents, render documents to PDF, and merge all related documents into a single file format?  Would it be preferable that files be named based on the case folder selected, and not at the discretion of the submitting user? | *Yes, providers should have the tools to create and name their submissions into a single pdf document. It is desirable that the uploading process be as “user friendly” as possible yet the file naming process must be based on case naming protocols to identify document, case and location, and not based on user discretion.* |
|  | You stated that “documents submitted will retain annotations, bookmarks, searchability, etc.” Are you anticipating that the solution offers annotation, bookmark, search capabilities or are you referring to native PDF capabilities? | *Search capabilities are desired and at a minimum expect native PDF capabilities to be utilized and retained.* |
|  | Would the courts perceive value in a platform that offers additional functionality that enhances the Civil Commitment process beyond the stated use cases, and which might potentially being leveraged to automate filing and management of case related documents across the MJB? | *No. A statewide CMS is already in place and any enhancements to this system are out of scope.* |
|  | In the section titled IV. Project Requirements, you indicated that “last minute requests for medical records must be accommodated”. Can you please clarify this requirement | *Functionality of the system must be robust enough to allow updates to be easily filed and processed in a timely manner.* |
|  | If a cloud solution meets all the requirements, what would be the expected lifespan of the system? | *Indefinite for system; 90 days for each individual case with manual override capability by designated court staff.* |
|  | When will the number of Medical Provider Users be published? | *Total number of medical provider users will be significant and will include users statewide.* |
|  | Please elaborate on this requirement:  *Permission requests are to be submitted through the system.* | *Access by additional or substitute counsel should be easy to request. An attorney or other appropriate user should be able to search for a case and if access needed, should be able to request such access conveniently through the system. The request in turn should be received and processed promptly by designated court admin staff.* |
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